



## **American Red Cross**

### **Service to the Armed Forces – FY 2010 Information**

Service to the Armed Forces provides humanitarian support to service members, veterans and their families around the clock and around the globe, all under a trusted symbol. Through this program, the American Red Cross provides emergency communications, supports military and veteran hospitals and health care facilities as well as social services to the families of military members and veterans.

#### **Who We Serve**

- 1.5 million active duty military members.
- 800,000 National Guard and Reserve Personnel.
- 23 million veterans.
- 3 million family members.

#### **How We Deliver Services**

- Through a network of approximately 2000 locations, including 58 stations.
- Over 900 chapter volunteers in Veterans Affairs hospitals.
- Thousands of volunteers at military bases worldwide.
- Full-time call centers for emergency communications.
- Deployed staff in Afghanistan, Iraq and Kuwait.

#### **Performance – Fiscal Year 2010**

- Over 597,000 emergency communications services for nearly 150,000 families.
- Provided \$5.9 million in immediate financial aid to more than 5,000 families on behalf of military aid societies.
- Reached over 1.4 million people through “Get to Know Us Before You Need Us” briefings.
- Provided comfort and support to more than 540 families of combat casualties.
- The Red Cross conducts customer surveys on a regular basis. Of those surveyed, 90 percent consistently agree or strongly agree that there was a reduction in stress in their family as a result of receiving our services.

#### **Deployments**

The American Red Cross continues to provide in-theatre support to troops in Afghanistan, Iraq, and Kuwait, delivering emergency messages and providing quality of life services. 46 staff members deployed to these areas during FY2010 (July 2009-June 2010) to provide direct support. Teams provided the following services:

##### **Afghanistan: Bagram Airbase**

- 11,191 emergency messages handled/delivered with around the clock coverage
- 10,139 visitors to office, canteen and lounge
- 1,189 patients visited in hospital; distributed phone cards and comfort items
- 12,713 military personnel briefed on Red Cross services
- 2,811 phone and gift cards distributed
- Operated canteen services, including fresh baked bread
- Provided lounge with TV and DVDs where weary troops could relax
- Participated in MWR/unit fun runs and morale/community activities
- Daily distribution of comfort items, solar showers and snacks to remote outposts and wounded warrior unit
- Attended Fallen Hero ceremonies

#### Iraq: Baghdad and Joint Base Balad

- 17,761 emergency messages handled/delivered with around the clock coverage
- 77,145 visitors to office, canteen, internet cafe, phone bank and lounge
- 1,159 patients visited in hospital, providing comfort kits and phone cards
- 3,187 personnel briefed on Red Cross services
- 7,090 phone and gift cards distributed
- Operated canteen services; including fresh baked bread and homemade popcorn
- Provided lounge with TV and DVDs where weary troops could relax
- Operated internet café equipped with 10 computer stations, 4 webcams and 2 morale phone banks
- Supported and conducted morale events including Red Cross 5K Fun Run (800 participants); and Red Cross/USO Pool Party (over 2,000 participants)
- Supported MWR/Unit fun runs (manned water points; provided cups for water)
- Weekly distribution of comfort items and snacks to remote sites

#### Kuwait: Camp Arifjan

- 3,783 emergency messages handled/delivered with around the clock coverage
- 14,974 visitors to office, canteen and lounge
- 640 patients visited in hospital and Warrior Transition Unit (WTU), distributing phone cards and comfort kits
- 1,010 personnel briefed on Red Cross services
- 3,172 phone and gift cards distributed
- Operated canteen services
- Provided lounge with TV and DVDs where weary troops could relax
- Pet Visitation Program supported hospital, WTU and outpatient mental health patients
- Weekly distribution of comfort items to remote sites

#### **Coping With Deployments Program**

The American Red Cross provides support to the family members of the military through its *Coping with Deployments: Psychological First Aid for Military Families* course. Reaching the latter end of its second year, the course has been taught over 200 times reaching 2200 family members of veterans, reserves, National Guard, and active duty service members. In FY2010 alone, 113 classes were taught to 1400 people in 35 different states. There are now 143 trained mental health volunteers to teach the courses wherever there is a need at any time of year.

#### **Coming Home Series**

The Red Cross is currently developing an educational program, the *Coming Home Series*, designed to address reintegration issues. The series will consist of a number of sixty to ninety minute modules that service members and their families have identified as critical to the reintegration period: anger, communication techniques, understanding and supporting the needs of children, and recognizing Post Traumatic Stress Disorder (PTSD) and Traumatic Brain Injury (TBI). Military families will be “coached” by licensed, Red Cross mental health volunteers in small groups ranging from one to ten individuals. The Red Cross has consulted with military mental health experts, chaplains and others in the development of the course content. Two of the modules for the *Coming Home Series*, *Managing Anger in the Family* and *Communicating Clearly with Your Family*, have been piloted. A Spring 2011 release of the program is anticipated.